



RON CHAPMAN, MD, MPH  
Director & State Health Officer

State of California—Health and Human Services Agency  
California Department of Public Health



EDMUND G. BROWN JR.  
Governor

OFFICE OF AIDS  
Insurance Assistance Section

Management Memorandum  
Memorandum Number: 2014-02

DATE: February 14, 2014

TO: OFFICE OF AIDS-HEALTH INSURANCE PREMIUM PAYMENT  
(OA-HIPP) ENROLLMENT WORKERS

SUBJECT: UPDATES REGARDING ENROLLING CLIENTS INTO OA-HIPP AFTER  
THEY OBTAIN COVERAGE THROUGH COVERED CALIFORNIA

According to the Insurance Assistance Section (IAS) Memorandum Number 2013-04, [http://www.cdph.ca.gov/programs/aids/Documents/IAS\\_MM\\_CC\\_PPs2013-12-03a.pdf](http://www.cdph.ca.gov/programs/aids/Documents/IAS_MM_CC_PPs2013-12-03a.pdf), all ADAP clients who enroll in a Covered California health plan are required to submit a copy of their Covered California Welcome Letter when applying for premium assistance through OA-HIPP. The welcome letter includes information regarding how much Advanced Premium Tax Credit (APTC) the Covered California enrollee is eligible for. To ensure that OA is paying the lowest premium amount for the client's chosen plan and level, OA must verify that the maximum APTC amount will be applied to the monthly premium. OA has become aware that some clients have not been able to meet this policy requirement because they have experienced delays in receiving or have not received their welcome letter. The purpose of this memorandum is to educate OA-HIPP Enrollment Workers about alternative documentation that may be provided to OA to satisfy the "welcome letter requirement."

Clients can determine their APTC amount by following the procedures outlined below:

1. Eligibility and Summary Tabs

After a client logs in to their Covered California account, s/he will see a series of check marks that function as tabs at the top of the page. One of them is labeled "Eligibility." This tab shows the total amount of APTC that is available to the client/household. For example, it will say the enrollee is eligible "for up to \$XX in tax credits." This is the client's maximum APTC for the year.

February 14, 2014

Another tab is labeled "Summary." This tab shows the client's Covered California health plan, metal tier, monthly premium and the APTC that is being applied to the plan. A screen shot/print out of both of these pages will serve as an acceptable replacement for the welcome letter.

2. Online Access to the Covered California Welcome Letter

After a client logs in to their Covered California account, s/he will have access to a secured mailbox. If the welcome letter has been generated, it may be in the client's mailbox. If so, the client can print the welcome letter.

3. Billing Statement from Covered California Health Plan

If the billing statement the client received from their Covered California Health Plan includes the APTC amount, this will serve as an acceptable replacement for the welcome letter.

Important note – Clients need a Covered California identification (ID) number to access their online account. When a client applies for Covered California online or via phone their account and ID is created in real-time. If a client submits a paper application to Covered California, their ID number will not be established until their application has been received and processed by Covered California. Once processing is complete, the client will receive a letter from Covered California that confirms receipt of the client's application to Covered California. This letter will include the client's ID number. Clients can also call the Covered California Service Center at 800-300-1506 to obtain their ID Number in lieu of waiting for the letter from Covered California.

Please contact Covered California at 800-300-1506 if you have questions regarding Covered California and contact Irina Banar at [Irina.Banar@cdph.ca.gov](mailto:Irina.Banar@cdph.ca.gov) or 916-449-5882 if you have questions regarding OA-HIPP processes.

Thank you,

A handwritten signature in black ink, appearing to read 'Richard Martin', with a long, sweeping tail extending to the right.

Richard Martin, Chief  
Insurance Assistance Section  
Office of AIDS